



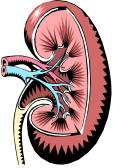
MAA's Disease Management Program for Fee-For-Service Clients

ANNOUNCEMENT!

Disease Management for Fee-for-service clients.



Washington Medicaid fee-for-service clients with a diagnosis of Asthma, Congestive Heart Failure, Diabetes, and End Stage Renal Disease / Chronic Kidney Disease now have the opportunity to benefit from a Disease Management pilot sponsored by the Medical Assistance Administration (MAA) of DSHS. The program started April 1, 2002 with the enrollment of approximately 20,000 clients who have current eligibility for the following programs: SSI and SSI-related, GAU-X clients (presumptive disability for SSI), TANF and children's medical program who are not in Healthy Options. (Note: GAU and Medicare eligible clients are not currently in the program).



Eligible clients, determined by MAA data and claims history, were sent letters informing them about their eligibility for the program and their right to "opt out" of the program if they so desire. They can also call the Medical Assistance Customer Service Center (MACSC) 800 phone line for more information (1-800-562-3022 or: TDD/TDY 1-800-848-5429). Clients who do not "opt out" will automatically receive information from the two companies with whom MAA has contracted:



McKesson Health Solutions LLC. Of Denver, Colorado - a wholly owned subsidiary of McKesson Corporation - which will manage Asthma, Congestive Heart Failure and Diabetes.

Renaissance Health Care Inc., also of Denver, which will provide management for chronic and end-stage renal disease.

THE "WHAT'S AND WHY'S"

Disease Management is based on the knowledge that support and education of patients with chronic disease and their families can result in improved healthcare outcomes and cost savings as well as greater client satisfaction. Payment to disease management contractors is based on the achievement of these objectives as assessed at the end of the contract period in 2003.

These efforts are designed to address upward spiraling expenditures, costs related to increases in enrollment and expensive advances in medical science. Since 1989 the number of Medicaid clients has grown from 400,000 to over 800,000 and the Medical Assistance budget has increased by 214% to \$2.2 billion per year!

Persons with certain chronic illnesses account for a disproportionate share of Medicaid services, because their care is more complicated and demanding. It is often fragmented, increasing the risk of unnecessary emergency department visits and avoidable hospitalizations. Disease Management programs are designed to support the goals of:

- Continuity of care;
- Improved understanding and client satisfaction; and
- The appropriate utilization of a "medical home".

For two of the targeted illnesses alone, diabetes and heart disease, annual expenditures totaled \$76 million and \$88 million respectively. The disease management contractors will augment existing medical services to identify client needs that may contribute to lack of understanding, non-compliance, and inappropriate use of acute services.

Disease Management targets hard to reach, high-risk populations with the ability to improve quality of life and coordinate efforts with other DSHS divisions and State agencies, the provider community, case-managers and community resources. It should improve access by helping those who do not have a primary care physician locate and stick with a "medical home". It will reinforce medical recommendations, offering the much needed time and patience to educate and clarify complex medical information.

Nurse case managers, licensed in the State of Washington, will work through the contracted companies, relying on national standards of care to guide their information and client interventions. They will coordinate with the clients' existing health care providers to reinforce the established plan of care and make connections to other services where necessary. Time-tested educational materials and tools based on the most up to date information will be used to support learning. Clients may call a toll free 800 phone line to talk to a nurse any time of day or night. Calls and/or face-to-face visits will be scheduled with clients on the basis of need. Clients whose treatment is very intense and whose medical condition is compromised by social, psychological and medical complications will receive more intensive contact than those who have fewer needs. But all will be contacted regularly.

It is important to emphasize that these disease management contractors have broad experience in both public and private programs. They have track records on which to draw as well as successful outcomes and positive relationships in provider communities. They achieved these markers of success by being a help, not a hindrance to existing resources, by augmenting clients' care rather than trying to substitute their own services and by tailoring their interventions to real needs rather than reinventing the wheel or having a "one size fits all" approach.

Disease Management is being phased into operation. Currently MAA offers these services to clients with Asthma and Renal Disease. The program for Renal Disease will soon be expanded to Eastern Washington along with the programs for Diabetes and Congestive Heart Disease. Educational programs are being conducted for stakeholder audiences and can be made available to your group by calling:



Maureen Bruneau
Program Assistant
360-725-1712.

Maureen will be happy to connect you to the clinical consultant for this program, Veronica Foster, RN, MBA for questions related to program specifics.

